



Travelers with Disabilities and Medical Conditions

Traveler Information

TSA Cares Help Line

TSA Cares is a help line to assist travelers with disabilities and medical conditions. TSA recommends that passengers call 72 hours ahead of travel for information about what to expect during screening.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares will serve as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying. Travelers may also request a [Passenger Support Specialist](#) [1] ahead of time by calling the TSA Cares hotline at 1-855-787-2227.

The hours of operation for the TSA Cares help line are Monday through Friday 8 a.m. – 11 p.m. Eastern Time and weekends and Holidays 9 a.m. – 8 p.m. Eastern Time. Travelers who are deaf or hard of hearing can use a relay service to contact TSA Cares or can e-mail TSA-ContactCenter@tsa.dhs.gov [2].

When a passenger with a disability or medical condition calls TSA Cares, a representative will provide assistance, either with information about screening that is relevant to the passenger's specific disability or medical condition, or the passenger may be referred to disability experts at TSA.

TSA recommends that passengers call approximately 72 hours ahead of travel so that TSA Cares has the opportunity to coordinate checkpoint support with a TSA Customer Service Manager located at the airport when necessary.



One of the primary goals of the TSA is to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our current policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated equally and with the dignity, respect, and courtesy they deserve. Although every person and item must be screened before entering each secure boarding area. All disability-related equipment, aids, and devices are allowed through security checkpoints once cleared through screening, for [special assistance or to request a Passenger Support Specialist click here](#) [1].

Please click on the links below for specific information about screening for passengers with disabilities or



medical conditions.

Download the [Disability Notification Card for Air Travel](#) [4] (pdf, 69kb).

Links:

- [Advanced Imaging Technology and Metal Detector Screening](#) [5]
- [Pat-down Screening](#) [6]
- [TSA's Notification Card](#) [4]
- [TSA's Passenger Support Specialists](#) [1]

Please click on the links below for specific information about what to expect for passengers with disabilities or medical conditions:

- [Have Difficulty Walking or Standing](#) [8]
- [Uses Wheelchair or Scooters](#) [9]
- [Cannot Remove Shoes](#) [10]
- [Have Metal Joint Implants](#) [11]
- [Have Internal Medical Devices](#) [12]
- [Needs Medication](#) [13]
- [Have Medically Necessary Liquids](#) [14]
- [Have Medically Necessary Radioactive Substances](#) [15]
- [Use Portable Oxygen](#) [16]
- [Have CPAPs, BiPAPs, and APAPs](#) [17]
- [Use Nebulizers](#) [18]
- [Have Diabetes](#) [19]
- [Have Ostomies](#) [20]
- [What to Expect with Ports, Catheters, and Other Medical Devices](#) [21]
- [Has an External Medical Device](#) [22]
- [Are Breast Cancer Survivors](#) [23]
- [Have Children with Disabilities](#) [24]
- [Have Autism or Intellectual Disabilities](#) [25]
- [Passengers who are Blind or Have Low Vision](#) [26]
- [Service Dogs](#) [27]
- [Have a Prosthetic](#) [28]
- [Has a Cast, Brace, or Support Appliance](#) [29]
- [Has Difficulty Being Touched](#) [30]
- [Need Dressings and bandages](#) [31]
- [Deaf or Hard of Hearing](#) [32]
- [Have Difficulty Waiting in Line](#) [33]

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Links[1] <http://www.tsa.gov/traveler-information/screening-passengers-requiring-special-assistance>

[2] <mailto:TSA-ContactCenter@tsa.dhs.gov>

[3] http://www.tsa.gov/travelers/airtravel/disabilityandmedicalneeds/tsa_cares.shtm

[4] http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf

[5] <http://www.tsa.gov/traveler-information/advanced-imaging-technology-and-walk-through-metal-detector>

[6] <http://www.tsa.gov/traveler-information/pat-downs>

[7] <http://www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions>

[8] <http://www.tsa.gov/traveler-information/mobility-impairments>

[9] <http://www.tsa.gov/traveler-information/wheelchairs-and-scooters>

[10] <http://www.tsa.gov/traveler-information/passengers-who-cannot-remove-their-shoes>

[11] <http://www.tsa.gov/traveler-information/metal-implants>

[12] <http://www.tsa.gov/traveler-information/internal-medical-devices>

[13] <http://www.tsa.gov/traveler-information/what-expect-if-passenger-needs-medication>

[14] <http://www.tsa.gov/traveler-information/medically-necessary-liquids>

[15] <http://www.tsa.gov/traveler-information/passengers-who-have-undergone-medical-treatment-radioactive-materials-and-those>

[16] <http://www.tsa.gov/traveler-information/portable-oxygen>

[17] <http://www.tsa.gov/traveler-information/passengers-cpaps-bipaps-and-apaps>



- [18] <http://www.tsa.gov/traveler-information/what-expect-if-you-use-nebulizer>
- [19] <http://www.tsa.gov/traveler-information/passengers-diabetes>
- [20] <http://www.tsa.gov/traveler-information/ostomies>
- [21] http://www.tsa.gov/sites/default/files/publications/pdf/june_2014_db_external_cancer_medical_devices_7_3_2014.pdf
- [22] <http://www.tsa.gov/traveler-information/external-medical-devices>
- [23] <http://www.tsa.gov/traveler-information/what-expect-if-you-are-breast-cancer-survivor>
- [24] <http://www.tsa.gov/traveler-information/children-disabilities>
- [25] <http://www.tsa.gov/traveler-information/autism-or-intellectual-disabilities>
- [26] <http://www.tsa.gov/traveler-information/passengers-who-are-blind-or-have-low-vision>
- [27] <http://www.tsa.gov/traveler-information/passengers-service-dogs>
- [28] <http://www.tsa.gov/traveler-information/passengers-prosthetics>
- [29] <http://www.tsa.gov/traveler-information/casts-braces-support-appliances>
- [30] <http://www.tsa.gov/traveler-information/passengers-who-have-difficulty-being-touched>
- [31] <http://www.tsa.gov/traveler-information/passengers-bandages-and-dressings>
- [32] <http://www.tsa.gov/traveler-information/deaf-or-hard-hearing-passengers>
- [33] <http://www.tsa.gov/traveler-information/what-expect-if-passenger-has-difficulty-waiting-line>

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